GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

Department of Real Time Governance – Guidelines for capturing grievances through third party developed/managed portals developed for public representatives - Orders – Issued.

DEPARTMENT OF REAL TIME GOVERNANCE

G.O.RT.No. 8 Dated: 13-05-2025

D.O.Letter No. 86/M.Fin, Plg, CT & LA/2024 Dated 19.11.2024

O R D E R:-

In the reference read above the Minister for Finance, Planning, Commercial Taxes and Legislative Affairs, Government of Andhra Pradesh has informed that the MeeNestham Platform has been developed to address Public Grievances efficiently. To further strengthen its capabilities, he requested the Real Time Governance Department support in enabling API integration for seamless data exchange and effective two-way communication between relevant systems and also requested to share the required APIs and facilitate their integration into the MeeNestham Platform. Many Public representatives also requesting to permit them to capture grievances from the citizens of their respective constituencies at their own portals.

2. In this context, need is felt to formulate guidelines for capturing grievances through third party developed/managed portals developed for public representatives viz. all MLAs/MPs without any discrimination, so as to facilitate capturing of grievances at Constituency level at the instance of MLAs/MPs. Accordingly a committee was constituted by the CEO, RTGS and recommended the draft guidelines for this purpose.

3. The Government after careful examination of the matter, accepted the following guidelines for capturing grievances through third party developed/managed portals developed by the public representatives.

1 The RTGS would formulate and implement Trust and Identify Management Policy. This is done to permit only authorized users and administrators to Push data to PGRS portal.
2 API should be requested in the prescribed proforma annexed to these guidelines (Annexure-I).
3 RTGS is to authenticate users prior to permitting services from the RTGS which would provide accountability for the transactions/activities performed within the system.
4 Such third-party portals must compulsorily obtain consent from complainants by using online forms containing checkboxes.
5 The RTGS captures data i.e the details of the complaints, from the module being developed by third party on request of the public representatives and in return acknowledgement will be shared with the integrator in reply to push request.
6 Anyone who is requesting API from RTGS, shall provide an undertaking to be signed by the system integrator engaged by the public representative, backed by the letter from public representative, stating that the data will be used for the specified requirement and will not be shared with any other agency and RTGS shall not be held responsible for any inference drawn based on the data provided.
7 The request for API will be considered on case by case and CEO, RTGS reserves the right to accept or decline any data request on public interest.
8 The system integrators requesting APIs at the instance of MLAs/MPs are required to adhere to the guidelines of Data Sharing. Data Privacy and such related laws like Digital Personal Data Protection Act, 2023 etc., issued by Central Government and State Government from time to time.

(P.T.O)

9 Any violations of these guidelines will be prosecuted as per the relevant provisions of the law.

4. These guidelines are applicable for the portal "Public Grievance Redressal System" (PGRS) only and for the specific purpose mentioned above.

5. The Chief Executive Officer, Real Time Governance Society shall take further necessary action in the matter.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

BHASKAR KATAMANENI, IAS
SECRETARY TO GOVERNMENT (FAC)

To
The Chief Executive Officer, Real Time Governance Society.
Copy to:
The OSD's to the Hon'ble Ministers, GoAP
The Special Chief Secretaries/ Principal Secretaries/ Secretaries to the Government
The OSD to the Minister for RTG Department.
The PS to Secretary to Government, RTG Department.
The All the Concerned Officers/Authorities/Representatives, through the Chief Executive officer, Real Time Governance Society.
SF/SC.

//FORWARDED::BY ORDER//

SECTION OFFICER

Annexure I to the G.O.Rt.8 Dated 13.05.2025

CERTIFICATE OF UNDERTAKING

(To be signed by the party receiving API of PGRS from RTGS)

With reference to your letter No_____ dated_____ it is certified that

1. The API issued by RTGS will be used only to push grievance being registered at portal being maintained by the undersigned into the PGRS portal.
2. The acknowledgement number for all such grievances would only be used by the undersigned to track their resolution. The data is meant exclusively for the specified use in data request form and shall not be passed or transmitted on to any other party or agency (Indian or foreign) media (magnetic or Electronic) either in part or in full. If so needed, prior approval in writing will be taken from RTGS for the same.
3. The data shall not be used for commercial purpose or to earn consultancy fees, honoraria etc.
4. Due acknowledgement shall be given to RTGS for the source of data in all reports/publications etc., brought out by us.
5. The data supplied by RTGS will not be put on Internet or will not be transmitted through any electronic media.

I/We agree to abide by all the above terms and conditions as laid down by RTGS with regard to procurement of PGRS Data.

Station: SIGNATURE AND NAME OF COMPETENT AUTHORITY

Date: (Seal of Requesting Party)